

## Customer Proprietary Network Information (CPNI) Procedures

1. Caryco Tech does not sell, give or share CPNI data with 3<sup>rd</sup> party companies under any circumstances.
2. Caryco Tech employees only access CPNI data after receiving verbal or written authorization by an authorized contact listed on the Customer Contact Authority (see attached).
3. Caryco Tech provides CPNI information to only those end-users listed on the Customer Contact Authority.
4. Information is provided to authorized end-users only through one of the following methods:
  - a. Via email to the email address provided on the Customer Contact Authority.
  - b. By making an outbound phone call to one of the phone numbers listed on the Customer Contact Authority.
  - c. Via us mail address to an authorized end-user at the address of record.
5. The methods listed in point 4 are the only methods we support. We don't currently support password authentication.
6. We also do not currently make CPNI data available through a customer web portal. Customers must request CPNI data via phone or email to a Caryco Customer Service Agent.
7. The database that stores our CPNI data is protected via multiple layers of physical, network and software secure.
8. Access to CPNI records is only provided to specific employees.
9. Caryco Tech logs every time CPNI data is accessed. The log includes Time, Date, Customer Account Number, and employee username.